

IOT Service Management - 2020

Who We Are: A six-member team created to help IOT improve relationships/partnerships with our customers by introducing ITIL Best Practices in appropriate areas within IOT.

Our Mission: Study and plan for the use of ITIL best practices within specified areas of IOT to improve our services and customer relations.

Department: 493031

Manager: John Toole (with IOT since 2006)

Formed: January 2016. One of the CIO's key goals for IOT is to improve the relationships/partnerships between IOT and its customers. This team was created to study ITIL and determine which specific areas within IOT can use best practices to help IOT achieve this goal.

What We Do:

Strategy Management	Assist Executive staff with annual strategy planning and development.
Service Portfolio Mgt.	Maintain product/services history. Perform bi-annually rate analysis with our peers using Gartner information.
Business Relationship Mgt.	Manage the Agency Liaison Program. Manage the maintenance process for IOT's department briefs.
Service Catalog Management	Create and manage the complete list of active IOT services and rates. Currently ~100.
Service Level Management	Develop SLO(s) to ensure the quality of the IT services provided, at a cost acceptable to the business and the customer.
Capacity Management	Maintain accurate IOT Organization Charts.
Transition Planning & Support	Upgrade the ITSM System (vFire to ASM) Implement Alemba's Mobile Application
Change Management	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents.
Change Evaluation	Develop procedures/processes to minimize impact of production changes to our customers. Develop Root Cause Analysis process to minimize recurrences of issues.
Knowledge Management	Standard Operating Procedure development and management. Maintain the ITSM Workers Guide and provide training for IOT employees & our 20+ customers. Develop and maintain appropriate reference guides for employees, management and IOT.
Event Management	Develop processes of monitoring our services and providing warnings to the appropriate systems support staff when services are approaching designated thresholds.
Incident Management	Develop processes to restore service to the customer as quickly as possible, often through a workaround or temporary fix rather than through trying to find a permanent solution.
Request Management	Develop processes and workflows to automate the request for services and processes.
Problem Management	Develop processes to minimize the number and severity of incidents and potential problems to the business/organization. Reduce the Impact of incidents and problems that are caused by errors within the IT infrastructure, prevent recurrence of incidents related to these errors.
Quality Management	Report and remediate issues in which inter-group procedures are not followed (QC process). Review and enhance procedures, policies and tools when appropriate.
Service Measurement	Report on IOT service performance, monthly. Survey, report and remediate customer issues (Customer Sat Surveys) with IOT services/procedures. Review / enhance procedures based on customer feedback.
ITMS Application Admin	Administer the ITSM System for IOT and ~20 Customers.

Our Products:

Liaison	Management of the IOT Agency Liaison Program
WorkMgt	ITSM (ASM) Work Management System
Workflow	ITSM Workflow Development

Our Metrics: IOT's metrics

Our Customers: State agencies that use any of the 90+ products/services provided by IOT.

Major Accomplishments:

Moved ITSM system into the cloud.
Developed & published 1st ITIL-based IOT Services Catalog.
Developed & published the IOT Department Briefs.
Developed & initiated the Agency Liaison Program.
Created and manage the Breach Management Program.
Completed 2nd Gartner IOT Services & Rates Analysis.
Created, published and maintain the IOT ITSM-ITIL Roadmap.
Developed the Knowledge Management / SOP creation process.
Merged the Service Level Agreement with the IOT Services Catalog.
Implemented Incident Management in vFire.
Developed the CMDB in vFire.
IDEM Workflow Development – Assisted IDEM with development of
Hired our first of two dedicated Agency Liaisons – standardizing our approach and customer interactions and allowing 20 IOT managers to dedicate their time to managing their IOT staff.
Appointed Agency's first dedicated Change Manager - standardized the change process, reduced overall time to process & implement changes, and developed a Root Cause Analysis process.
Developed a One-Stop-Shop for our customers (vCP) - simplifying customer interactions with IOT by consolidating the 11 ways customers were using.
Completed our 2nd Gartner IOT Rates Analysis - helping IOT continue to provide their services at competitive rates.
Implemented Incident/Request Management in vFire - allowing IOT to differentiate between Incidents and Requests and thus provide more consistent and tailored support and services for our customers.
IDEM Workflow Development – developed three ITSM workflows (permissions, change and report requests) to help IDEM transition their business from manual to automated.
Moved ITSM system (vFire) to the cloud - eliminating the ITSM infrastructure support required by IOT staff.
Completed Phase I of the IT Maturity Assessment project - First step to help IOT identify areas for improvement in their service design, delivery and support processes.

Current Projects:

Upgrade our ITSM System (vFire) to ASM 10.x
Expand Business Relationship Mgt. to include long-term IT strategy.
Develop IOT Application Database to reduce “duplicates” and document purpose.
Tackle Change Evaluation within IOT to minimize risk to customers during production system changes and find root cause when they problems happen.
Develop and implement a 3-year ITSM Roadmap for IOT.
Assist with the Change Management process review/update and build process in vFire.